California Public Utilities Commission Service Quality Standards Reporting General Order No. 133-D

Company Name:	Calaveras Telephone C	Company	U#:	U1004-C	Report Year:	2018
Reporting Unit Type:	☐ Total Company ✓ Exchange	☐ Wire Center	Reporti	ing Unit Name:	Copperopolis	

Measurement (Compile monthly, file quarterly)				Date filed (04/09/2018 1st Quarter	<i></i>		Date filed 07/05/201	8)		Date filed (10/3/2018) 3rd Quarter		Date filed (01/06/18) 4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	22	20	22	21	23	21		7.09	СОР		1101	
Installation Interva	• •	Total # of service orders	19	10	29	13	19	24						
Min. standard = 5 b	ous. days	Avg. # of business days	1.29	1.37	1.66	1.24	1.75	1.81						
		Total # of installation commitments	21	12	31	22	26	33						
Installation Comm	nitment (3.2)	Total # of installation commitment met	22	11	31	22	26	33						
Min. standard = 95	% commitment met	Total # of installation commitment missed	1	1	0	0	0	0						
		% of commitment met	95%	92%	100%	100%	100%	100%						
Customers		Acct # for voice or bundle, res+bus	2600	2588	2580	2584	2569	2567						<u> </u>
Customer Trouble	Report													
	60/ (6 per 100 working lines for	Total # of working lines												
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports												
ō	units w/ = 5,000 inics)	% of trouble reports												1
Standard		Total # of working lines	2600	2588	2580	2584	2569	2567	0	0	0	0	0	0
tar	8% (8 per 100 working lines for	Total # of trouble reports	4	3	7	4	1	10						
ა :	units w/ 1,001 - 2,999 lines)	% of trouble reports	0.15	0.12	0.27	0.15	0.04	0.39						
Min.		Total # of working lines												
	10% (10 per 100 working lines	Total # of trouble reports												
	for units w/ ≤ 1,000 lines)	% of trouble reports												
		Total # of outage report tickets	4	3	7	1	1	10					-	
		Total # of repair tickets restored in ≤ 24hrs	4	3	7	1	1	10					+	
Adjusted		% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%						
Out of Service Re	-	Sum of the duration of all outages (hh:mm)	17.50	7.00	13.25	10.75	0.75	49.75					+	
Min. standard = 90°	% within 24 hrs	Avg. outage duration (hh:mm)	4.38	2.33	1.90	2.69	0.75	4.98					+	
		Indicate if catastrpohic event is in a month	No	No	No	No	No	No						
		· ·	_		7	110	110						+	
l lugadio ata d		Total # of outage report tickets	6	3	7	4	4	11						
Unadjusted Out of Service Re	nort	Total # of repair tickets restored in ≤ 24hrs % of repair tickets restored ≤ 24 Hours	100%	3 100%	7 100%	100%	100%	11 100%						
Out of Service ite	port	•			+									
		Sum of the duration of all outages (hh:mm)	21.50	7.00	13.25	10.75	13.50	51.75						—
Defunde		Avg. outage duration (hh:mm)	3.58	2.33	1.90	2.69	3.38	4.70						
Refunds		Number of customers who received refunds	0	0	0	0	Ŭ	0						
A	dela Danasta Billia (O.N.) Dill.	Monthly amount of refunds	0	0	0	0	0	0						
,	able Reports, Billing & Non-Billing)	Table to the Court Day Court												
	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a mer	nu option to reach live agent).	Total # of call seconds to reach live agent												
		%<60 seconds												
													1 '	1

Reporting Unit Type:	☐ Total Company	✓ Exchange	☐ Wire Center	Reporting Unit Name:	Jenny Lind	
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Measurement (Compile monthly, file quarterly)				Date filed (04/09/2018	<i>'</i>	Date filed (07/05/2018)				Date filed (10/3/2018)		Date filed (01/06/18)		
	` .	• • • • • • • • • • • • • • • • • • • •	Jan	1st Quarter Feb	Mar	Apr	nd Quart	er Jun	Jul	3rd Quarter Aug	Sep	Oct	4th Quarter	Dec
		Total # of business days	22	20	22	21	23	21	0	0	0	0	0	0
Installation Interval		Total # of service orders	6	6	3	6	5	3						
Min. standard = 5 bu	is. days	Avg. # of business days	1.28	0.41	1.5	1.26	1.64	0.54						
		Total # of installation commitments	6	8	3	6	5	3						
Installation Commi	tment	Total # of installation commitment met	6	8	3	6	5	3						
Min. standard = 95%	commitment met	Total # of installation commitment missed	0	0	0	0	0	0						
		% of commitment met	100%	100%	100%	100%	100%	100%						
Customers		Acct # for voice or bundle, res+bus	826	821	823	818	816	809						
Customer Trouble	Report													
	00/ (0	Total # of working lines												
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports												
p	units w/ ≥ 3,000 inles)	% of trouble reports												
Standard		Total # of working lines												
tan	8% (8 per 100 working lines for	Total # of trouble reports												
	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Min	10% (10 per 100 working lines	Total # of working lines	826	821	823	818	816	809	0	0	0	0	0	0
		Total # of trouble reports	1	0	0	0	0	0			Ü	ı		
for units w/	for units w/ ≤ 1,000 lines)	% of trouble reports	0.12	0.00	0.00	0.00	0.00	0.00						
		Total # of outage report tickets	1	0	0	0	0	0						
Adjusted		Total # of repair tickets restored in ≤ 24hrs	1	0	0	0	0	0						
Out of Service Rep		% of repair tickets restored ≤ 24 Hours	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%						
	within 24 hrs (2.2.2 excludes	Sum of the duration of all outages (hh:mm)	8.00	0.00	0.00	0.00	0.00	0.00						
requested appt.)	catastrophic events & customer	Avg. outage duration (hh:mm)	8.00	0.00	0.00	0.00	0.00	0.00						
requested appt.)		Indicate if catastrpohic event is in a month	No	No	No	No	No	No						
		Total # of outage report tickets	1	0	0	0	0	0						
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	1	0	0	0	0	0						
Out of Service Rep	ort	% of repair tickets restored ≤ 24 Hours	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%						
		Sum of the duration of all outages (hh:mm)	8.00	0.00	0.00	0.00	0.00	0.00						
		Avg. outage duration (hh:mm)	8.00	0.00	0.00	0.00	0.00	0.00						
Refunds		Number of customers who received refunds	0	0	0	0	0	0						
		Monthly amount of refunds	0	0	0	0	0	0						
Answer Time (Troub	le Reports, Billing & Non-Billing)													
Min. standard = 80% of calls < 60 seconds to reach		Total # of calls for TR, Billing & Non-Billing												
	u option to reach live agent).	Total # of call seconds to reach live agent												
	. ,	%<_60 seconds												

Sta	ate-Wide Reporting	1												
Installation Interva	124	Total # of business days	22	20	22	21	23	21	0	0	0	0	0	0
Min. standard = 5 bu		Total # of service orders	25	16	32	19	24	27	0	0	0	0	0	0
IVIIII. Staridard – 5 bt	as. uays	Avg. # of business days	2.57	1.78	3.16	2.5	3.39	2.35	0	0	0	0	0	0
		Total # of installation commitments	27	20	34	28	31	36	0	0	0	0	0	0
Installation Commi	itment 3.2	Total # of installation commitment met	28	19	34	28	31	36	0	0	0	0	0	0
Min. standard = 95%	6 commitment met	Total # of installation commitment missed	1	1	0	0	0	0	0	0	0	0	0	0
		% of commitment met	195.0%	192.0%	200.0%	200.0%	200.0%	200.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Customers		Acct # for voice or bundle, res+bus	3426	3409	3403	3402	3385	3376	0	0	0	0	0	0
Customer Trouble	Report													
	00/ /0	Total # of working lines	0	0	0	0	0	0	0	0	0	0	0	0
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports	0	0	0	0	0	0	0	0	0	0	0	0
5	units w/ 2 5,000 intes)	% of trouble reports	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Standard	99/ /9 per 100 working lines for	Total # of working lines	2600	2588	2580	2584	2569	2567	0	0	0	0	0	0
Star	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports	4	3	7	4	1	10	0	0	0	0	0	0
Min. \$	units w/ 1,001 2,000 inics)	% of trouble reports	0.15	0.12	0.27	0.15	0.04	0.39	0	0.00	0.00	0.00	0.00	0.00
Ξ	400/ /40 per 400 working lines	Total # of working lines	826	821	823	818	816	809	0	0	0	0	0	0
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports	1	0	0	0	0	0	0	0	0	0	0	0
	101 driits W/ = 1,000 iii1cs/	% of trouble reports	12.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
		Total # of outage report tickets	5	3	7	4	1	10	0	0	0	0	0	0
Adjusted		Total # of repair tickets restored in ≤ 24hrs	5	3	7	4	1	10	0	0	0	0	0	0
Out of Service Rep		% of repair tickets restored ≤ 24 Hours	200.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	6 within 24 hrs (2.2.2 excludes catastrophic events & customer	Sum of the duration of all outages (hh:mm)	25.50	7.00	13.25	10.75	0.75	49.75	0.00	0.00	0.00	0.00	0.00	0.00
requested appt.)	catastrophic events a customer	Avg. outage duration (hh:mm)	12.38	2.33	1.90	2.69	0.75	4.98	0.00	0.00	0.00	0.00	0.00	0.00
,		Indicate if catastrophonc event is in a month	No	No	No	No	No	No	No	No	No			
		Total # of outage report tickets	7	3	7	4	4	11	0	0	0	0	0	0
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	7	3	7	4	4	11	0	0	0	0	0	0
Out of Service Rep	ort	% of repair tickets restored ≤ 24 Hours	200%	100%	100%	100%	100%	100%	0%	0%	0%	0%	0%	0%
		Sum of the duration of all outages (hh:mm)	30	7	13	11	14	52	0	0	0	0	0	0
		Avg. outage duration (hh:mm)	11.58	2.33	1.90	2.69	3.38	4.70	0.00	0.00	0.00	0.00	0.00	0.00
Refunds		Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0
		Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Answer Time (Troub	ole Reports, Billing & Non-Billing)													
Min. standard = 80% of calls < 60 seconds to reach		Total # of calls for TR, Billing & Non-Billing												
live agent (w/a menu option to reach live agent).		Total # of call seconds to reach live agent												
N/A Under 5,000 lines.		%<_60 seconds												

Primary Utility Contact Information

Name: Yvonne Wooster or Dan Richardson Phone: 209 785-2211 Email: ysmythe@caltel.com

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

1/24/17 per Greg Rubenstein PUC we are exempt from "Answered Time". Less than 10,000 lines

2/17/17 Greg explained Adjusted and Unadjusted to Dan and YW,